

***Training
&
Developing
Fort Hood's
Military & Civilian
Resources***

FY 2005

Prepared by the Garrison Commander's Office

Training Plan

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TRAINING PLAN

1. Scope of Plan. This Training Plan covers all employees of Fort Hood, military and civilian, and reflects training priorities and policies.

2. Purpose of the Plan. The plan is a management tool to ensure that training needs are considered, planned and administered to the extent that resources permit. Each supervisor formally considers training needed for his/her employees and those needs are what drive this training plan. The Training Plan includes a schedule of courses that will be offered throughout the year.

3. Training Facilities. Fort Hood has training facilities in Bldgs 33009 and 91042 consisting of computer labs and classrooms which can accommodate 35 to 40 persons each. Learning centers for individual study are located in Bldg 33009 (Soldier Development Center) and Bldg 3201 (Casey Library).

4. Determining Training and Development Needs.

a. Several formal training surveys occur which the West Civilian Personnel Operating Center (WCPOC) and the Education Services Division, Directorate of Plans, Training, and Security initiate or coordinate.

b. Another method for collecting training needs is through the Individual Development Plan (IDP), which is an important part of an employee's annual performance appraisal. Supervisors will develop an IDP for each employee. The SWCPOC-HRD Form 010, 5-Year Individual Development Plan (IDP) and instructions for completion are provided in this document.

5. Accomplishing Training and Development Needs.

a. The responsibility for meeting training needs of Fort Hood employees rests with supervisors. Employees, CPAC, and ESD staff also play an important role in requesting, administering, and coordinating training.

b. Training coordinators input completed training directly into the MODERN Defense Civilian Data System (MDCPDS) the OTA-Lite module. This system updates the employee's record at West CPOC. The PSM at the Fort Hood CPAC is responsible for obtaining user names, passwords, and training on MDCPDS. Training coordinators, managers, supervisors, administrative personnel and other individuals assigned to Training Offices who are responsible for this function and have been granted access to the MDCPDS with an "OTA hat," will utilize OTA-Lite to process/enter completed training data directly into the MDCPDS.

Training completed by appropriated fund employees that meets the following criteria will be recorded into the MDCPDS as described in paragraph above.

(1) All training that is 8 hours or more in duration.

(2) All training that has direct (tuition, books, and equipment) or indirect costs (travel and per diem), regardless of length.

(3) All mandatory training required by HQDA or higher authority regardless of length. Some examples of mandatory training are Prevention of Sexual Harassment (POSH), Ethics, Violence in the Workplace, Hazardous Material (HAZMAT), Annual Ethics Training, etc.

Training materials and Job Aids necessary to complete the direct data entry process under OTA-Lite are accessible from the Civilian Human Resources Agency (CHRA), Training Management Division (TMD) web site (see the "ScreenCam movie" under the topic "Training, Completed" on the CPOCMA MDCPDS Job Aids and Index web page at <http://www.cpocma.army.mil/jobaids>).

c. OTA-Lite does not enroll the employee in a training session. Supervisor/employee will need to follow enrollment procedures required for each specific course. These requirements are usually stated in the announcement. Please contact the ESD for enrollment instructions (287-4632) or the proponent office responsible for a specific course.

d. Sources of formal training include local courses, Army and DOD schools, graduate schools, United States Department of Agriculture (USDA), Office of Personnel Management courses, correspondence courses, local college programs, private sector seminars, conferences, on-the-job opportunities, and workshops. The ESD serves as the clearinghouse for information about training opportunities from all these sources. Detailed and comprehensive information such as school catalogs and other vendor announcements are maintained by each activity's training coordinator as well as the course proponent point of contact (POC) and the ESD.

6. Goals and Areas of Emphasis.

a. Focus attention and training resources to improve quality and efficiency of job performance and customer service.

b. Promote and fully support Civilian Leader Development.

c. Provide safety training and wellness training such as Stress Management.

d. Support the mission by providing basic skills improvement courses.

e. Have new supervisors complete the Supervisory Development Correspondence Course (131.F21) and the Leadership, Education and Development (LEAD) within 6 months, but not later than 12 months after their assignment to a supervisory position.

f. Identify, train, and use Fort Hood employees as instructors to minimize cost of training contracts.

g. Use Fort Hood area contractors for training where possible to eliminate travel costs.

7. Training Priorities. Training needs must be categorized into one of the following priorities:

a. Priority I -- Training that is typically a condition of employment, must be successfully completed within a specified time period, and meets one or more of the following criteria:

- Employee must have acceptable performance.
- Training is essential for mission accomplishment.
- Training is mandated by higher authority (law or Department of Defense) or is required for certificate, health, or safety reasons.
- Training is mandated by the Assistant Secretary of the Army (Manpower and Reserve Affairs) as an ACTEDS leader development core course.
- Training is essential, functional intern <http://cpol.army.mil/permis/794.html> training.

b. Priority II -- Training must be needed for effective performance and to improve the quality of mission accomplishment. It is recommended that training mandated or specified in an approved training plan for enhancement of performance resulting in the improvement in the quality of mission accomplishment be completed within a specified time period.

c. Priority III -- This training is recommended for all individuals to improve or enhance knowledge, skills, and abilities needed on the job.

These priorities should be used for all training, to include ACTEDS Universal and Competitive Development training, as well as occupational and functional skill training. Universal training provides standardized KSAs across an occupational area to all individuals who have similar duties and responsibilities. Competitive Professional Development training and professional developmental opportunities for which individuals are competitively selected usually are Priority II and III.

8. Financial Resources for Training. Fort Hood organizations maintain a small budget for internal training. All efforts should be made to fund training based on priorities described in 7 above. To maximize training dollars, local training or distance learning, personal computer based and satellite training as well as correspondence courses and train the trainer methods should be used versus training requiring TDY funding. The intention is for all Army organizations and major commands to use the Army's e-Learning Program (called SkillSoft) as the primary method for satisfying their workforce business and IT training requirements. The Army e-Learning Program supports computer/Web-based courseware and courses fulfill IDP requirements.

INDIVIDUAL DEVELOPMENT PLAN

PRIVACY ACT STATEMENT

Title 5, U.S. Code, Section 4103, authorizes collection of this information. This information will be used by supervisors, employees, and agency officials to plan and/or schedule training, education, and other career development activities. Collection of your social security number is authorized by EO937. Furnishing this information on this form, including your social security number, is voluntary. If your activity uses the information on this form for purposes other than those indicated above, they will provide you with additional statements reflecting those purposes.

Section 1: General Information

NAME (First Name / MI / Last Name)		SSAN	
POSITION TITLE	PAY PLAN	SERIES	GRADE/STEP
E-MAIL ADDRESS		WORK PHONE (COM/DSN)	
		()	DSN

Section 2: Education

BA/BS	Major:		Date:	
MA/MS	Major:		Date:	
PhD	Major:		Date:	
Other	Major:		Date:	

Section 3: Career Goals

Short Term (1-2 years)

Long Term (3-5 years)

Section 4: Significant & Prior Training and Development

(Include government sponsored and self development programs, activities, or academic courses/programs)

Name of Courses	Source of Training	Date Completed

INDIVIDUAL DEVELOPMENT PLAN

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Section 5: Development Goals

<i>Goal or Targeted Competency:</i>	<i>Development Activity – Education Training or Professional Development Sources:</i>	<i>Outcome Desired:</i>

Section 6: Career Broadening/Job Rotational Assignments

<i>Assignment:</i>	
<i>Projected Start Date:</i>	
<i>Duration:</i>	
<i>Competency Objectives:</i>	

Section 7: 5-Year Development Plan

List Course Title/Training by Fiscal Year (FY)

FY 05	
FY 06	
FY 07	
FY 08	
FY 09	

Section 8: Signature

<i>Employee Signature:</i>		<i>Date:</i>	
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<i>Supervisor's Printed Name:</i>		<i>Duty Phone:</i>	
<i>Title:</i>		<i>E-Mail:</i>	
<i>SupervisorSignature:</i>		<i>Date:</i>	

GUIDE FOR INDIVIDUAL DEVELOPMENT PLAN

1. PURPOSE. This Instruction provides guidance on how to employ an Individual Development Plan (IDP) effectively. An IDP is a performance improvement tool designed for civilian employees of the Installation Management Agency's (IMA) Southwest Region. IDPs, properly used, assist our civilian employees in reaching their career goals. This Instruction outlines the definition and goals of an IDP, the responsibilities of the employee and supervisor in completing the Individual Development Plan (IDP) and provides a step-by-step process for preparing an IDP.

2. INTRODUCTION. The use of IDPs is widely recognized in government and industry as a tool for member/employee professional development and for budgeting available unit training dollars. Using an IDP benefits both the employee and IMA. The employee learns about his or her personal and career needs and aspirations by identifying their short- and long-term goals. By doing so, the employee identifies what they want to achieve and what steps they need to take to reach those goals. An IDP facilitates a partnership between the employee and supervisor by encouraging two way feedback and prompting clarification and discussion about the employee's development needs, setting goals and plans and understanding how these goals and objectives tie into IMA's organizational goals and objectives.

It is essential that the supervisor and employee work together on the IDP. Although the IDP is not a performance evaluation tool, the convenient time for the employee and supervisor to meet is at the beginning of the rating cycle or within 45 days upon entry in a new position/job or permanent change of station.

3. DEFINITION. An IDP is a tool to help IMA civilian employees reach career goals within the context of organizational objectives. It is a developmental "action" plan to move employees from where they are to where they want to go. It provides the systematic steps to build on strengths and overcome weaknesses as employees improve job performance and pursue career goals. It is a tool for all employees regardless of rank or performance.

The most common objectives for having an IDP are to:

- Learn new skills and competencies to improve current job performance
- Maximize current performance in support of organizational requirements
- Increase interest, challenges, and satisfaction in current position
- Obtain competencies necessary for a promotion or change in grade, series, or field

4. ROLES AND RESPONSIBILITIES. Both the employee and supervisor have important roles in the IDP process. The IMA's success is directly attributed to the quality of its people. If our people are not encouraged to grow beyond their current knowledge, skills, and abilities, the IMA will not become an "agency of employment choice" and will not be able to keep pace in our rapidly transforming organization. The IMA's ability to develop its people into a diverse, multi-skilled workforce depends on each person contributing to the process.

a. The employee is responsible for:

- Assessing their past experiences, knowledge, skills and abilities against the development objectives of IMA.
- Drafting the initial plan by identifying short and long-range developmental needs and competencies and educational, training and professional development sources to satisfy these requirements.
- To prepare a proposed 5-year timeline for accomplishing developmental activities.
- Meeting with their supervisor at the beginning of their rating cycle to discuss and reach agreement on the objectives and specific plan for accomplishing the objectives.
- Satisfactorily completing all assigned reading, education and developmental assignments.

b. The supervisor is responsible for:

- Educating the employees within their chain of command on the IDP process and to ensure its use.
- Performing a developmental needs assessment, in cooperation with the employee, to assist the individual in planning and formulating actions to successfully accomplish identified career objectives.
- Analyzing the competencies of the employee.
- Assessing IMAs short and long term needs, staffing needs, mission, changes in technology, and the employees potential to meet those needs.
- Determining what resources are available for employee development.
- Meeting with the employee to provide feedback about developmental strengths and needs, coaching about possible developmental activities, and endorsing a development plan that addresses concerns by specifying, in detail, the goals and competencies needed for the present job and/or future positions.
- Including projected training needs in the units training plan.
- Evaluating the development, activities and training completed by each employee.

5. THE IDP FORM. The following guidance will assist you in filling out the IDP form (enclosure 1).

Section 1 - General Information. Provide name, Social Security Number, position title, pay plan, series, grade/step, e-mail address and work phone

Section 2 – Education. List any undergraduate or graduate degrees earned by the major area of academic concentration and the date completed

Section 3 – Career Goals. State your short-term goals (achievable within 1-2 years) and long-term goals (achievable within 3-5 years). Goals can be written in any format you choose. You can specify a rate, rank, position, series, and grade, if desired, or simply indicate the new qualification, skill title, role you wish to achieve. The more specific the plan, the better you can identify developmental activities that can help you reach your goal.

Section 4 – Prior Training. Identify all previous significant training, the source of the training, and the date completed. Significant training is defined as courses over one week (40+ hours) in length. Basic technical training courses and courses such as: EEO, HIV Awareness, Safety, Opsec, etc. need not be listed. Especially important are any leadership and management courses completed to include: Intern Leadership Development Course; Action Officer Development Course; Supervisor Development Course; OPM Course for New Supervisors; Managerial

Development Course; Leadership, Education & Development; Organizational Leadership for Executives; Sustaining Base Leadership and Management; OSD's Executive Leadership & Development Program; Personnel Management for Executives I & II; Senior Service College; or Federal Executive Institute courses.

Section 5 – Development Goals. Identify those goals or competencies that are critical to achieving your short- and long-term career goals. Identify a developmental activity for each targeted competency. Explore developmental activities in the areas of education (e.g. a college course in effective writing, speech, etc.), training (e.g., on-the-job training such as assisting in special work groups or projects) and professional development (e.g. reading, joining Toastmasters, joining a professional organization). Articulate the outcomes you desire to achieve by completing the particular training identified.

Section 6 – Career Broadening/Job Rotational Assignments. Identify possible career broadening assignments that will allow you to become multi-skilled and to acquire a diverse background. This can be within your current organization or with a higher-level agency such as a regional office, HQ IMA, or HQDA. Provide an acceptable start date and anticipated duration of the assignment. Finally, list the competency objectives you wish to attain in this new assignment.

Section 7 – 5-Year Development Plan. Use some thought in competing this section. Your objective should be to lay out a schedule that will permit you to sequentially develop the competencies and skills needed as you progress from your current level up to supervisory, manager and executive levels. List by Fiscal Year (FY) what education, training, professional development or career broadening assignments you would like to engage in over the next five years. For example: you may want to take a college course in FY 04. The following year you may want to attend a leadership or management course (e.g., LEAD, PME I & II, etc.) The third and fourth year may be reserved for a career broadening assignment. The key is to request the right training at the right time in your career that builds upon your previous experiences and training.

Section 8 – Signature. Both you and your supervisor need to sign and date your completed IDP.

6. SUMMARY. If the IDP is followed closely, you will see that there is no definite end — this is a lifelong learning experience. As you implement your plan, you move closer to your goals and identify new needs and possibly more defined goals. You are acquiring the experiences, knowledge, and competencies you will need to fulfill your full potential and increase your effectiveness and performance within the Installation Management Agency and the United States Army.

MANDATORY and HIGHLY RECOMMENDED Courses

The list of mandatory and highly recommended courses may not be an all-inclusive list. However, it reflects the current courses as identified by the Department of the Army, CPAC, and the organizations responsible for their functional specific training. As applicable to each employee, courses identified as MANDATORY must be incorporated into the employee's IDP. Highly recommended courses may change based on the mission of the office. Those provided are courses of instruction basically used by most offices/organizations on Fort Hood. Steps should be taken to ensure that the employee receives MANDATORY training as soon as possible. A copy of the DD 1556 (Request, Authorization, Agreement, Certification of Training and Reimbursement) request should be processed in accordance with local procedures. (Additional descriptions of courses are at Appendix G.)

1. MANDATORY COURSES

Phase I - Supervisor Development Correspondence Course (SDC). Covers management, delegation, performance management, recruiting and selecting, training and development, position management, the work environment – setting the tone, and civilian supervision of soldiers. Available on-line at www.atsc.army.mil/accp/dlsd.htm

Phase II - Leadership Education and Development (LEAD) Course. LEAD teaches supervisors to assess their own effectiveness, assess employee and team effectiveness, motivate and influence employees, communicate effectively, conduct counseling, resolve conflicts, develop strategies to create fully functioning teams, make effective decisions, and explain the effect of values on individual and team effectiveness.

Both Phases I and II must be completed by all newly appointed civilians and supervisors of civilian personnel within six-months after assignment to a supervisory position. These courses are also recommended for supervisors of military personnel.

Mandatory Civilian Leader Development Core Curriculum. The Army Civilian Leader Development Core Curriculum consists of progressive and sequential leadership training from the entry level to the Senior Executive Service (SES). The curriculum includes mandatory training for Army civilians at each level (Intern, Supervisor, Manager, and Executive).

Intern Leadership Development Course (LDC). A five-day course taught at regional sites by the Civilian Leadership Training Division of the Center for Army Leadership. This course must be completed by all centrally funded (ACTEDS) and local interns prior to graduation from the Intern Program and promotion to journeyman level positions. http://www.cgsc.army.mil/cal/cltd/cltd_courses/ildc.asp

Action Officer Development Course (AODC). This correspondence course requires both student and supervisor participation, must be completed by all interns prior to graduation, and by all individuals promoted/appointed to journeyman level positions within six months after appointment/promotion to such a position. Commanders are responsible for ensuring that Army civilians newly appointed or promoted to journeyman level positions enroll within 30 days of appointment or promotion, This requirement

applies only to those employees in a two-grade interval professional and administrative job series (see introduction to the Position Classification Standards, pg 9). Available on-line at <http://atsc.army.mil/accp/aipd.htm>

For supervisors there are two phases of required training.

Supervisor Development Course (SDC). This is the first phase of supervisory training. This course *must be completed by all newly appointed civilian supervisors within six months of appointment/assignment to their first supervisory position.* Military personnel who supervise civilian employees are also required to complete this course within six months but no later than 12 months after their assignment to a position where they are required to supervise civilians. Check with the Human Resource Development (HRD) advisor at your servicing Civilian Personnel Advisory Center (CPAC) to determine whether you must enroll individually or if your installation distributes this correspondence course in a classroom setting scheduled periodically for the express purpose of training new supervisors in those locally unique areas such as merit promotion plans and labor agreements. *Supervisors should complete this course before enrolling in the second phase of training. The Supervisory Development Course is officially recommended training for all team leaders. It contains management and leader development training that would definitely assist a team leader in performing the duties of the position.* All team leaders should be encouraged to complete this course as soon as possible after assignment to a team leader position. <http://www.atsc.army.mil/accp/aipd.htm>.

Leadership Education and Development (LEAD). This course is the second phase of required training for new supervisors and is taught at or near the individual's installation by certified graduates of a Train-The-Trainer course conducted by the Civilian Leadership Training Division of the Center for Army Leadership. *The LEAD course must be completed by new supervisors within six months after appointment to the supervisory position.* Timeliness is an extremely important aspect of supervisory training. Failure to complete this mandatory training may be considered when making determinations regarding satisfactory completion of the 1-year supervisory probationary period. http://www-cgsc.army.mil/cal/cltd/CLTD_courses/lead.asp

WAIVERS. Local commanders may waive attendance/completion of LEAD training on an individual basis for first time military supervisors of civilians if the commander determines that the military member has equivalent experiences/training and the individual has requested a waiver. This waiver authority does not extend to the first phase of mandatory supervisory training (Supervisor Development Course).

Manager Development Correspondence Course (MDC). This course must be completed by all newly appointed managers (at any grade) within six months of appointment to a managerial position. For purposes of this training requirement, the term "manager" means supervisors of supervisors and managers of programs, resources, and/or policy. <http://train/catalog/ch01mdc.html>

Employee Prevention of Sexual Harassment (EPOSH). This 4-hour course is designed for Army personnel. Its purpose is to help you understand sexual harassment and your responsibility as an **employee** in helping to eliminate sexual harassment in the Army. It will assist you in identifying sex role stereotyping and sex discrimination. It will help you understand your responsibility in preventing sexually-harassing behavior, and

offer techniques for implementing the Army's policy of zero tolerance. You will learn the Army's policy on sexual harassment, how to identify situations of sexual harassment, and personal actions and organizational avenues open to employees. The course is organized into modules, each covering a specific learning objective, criterion-referenced. These courses are mostly self-paced. **Equal Employment Opportunity Office, 287-3602**

Ethics Training. A single, comprehensive, and clear set of executive-branch standards of conduct. Training in the Standards of Ethical Conduct which provide us with rules that reinforce the basic concept that public service is a public trust, requiring loyalty to the Constitution, laws, and ethical principles above private gain. This class is mandatory for all appropriated and nonappropriated fund employees to include civilian employees who are hired in a temporary position 60 or more days in length. **Office of the Staff Judge Advocate, 287-3421**

Hazard Communication Train-the-Trainer. A 4-hour course for Hazard Communication/Hazardous Material Officers (military and civilian) and HAZCOM trainers on the MOI for the DoD HAZCOM training program. This course is required for appointment as a Hazard Communication/Hazardous Material Officer IAW FH Supp 1 to AR 385-10. **ACofS, G1, Safety Office, 287-4261**

HIV/Aids in the Workplace. Mandatory only for personnel who are responsible to protect the health and safety of the Federal employee and the individuals served by the employee. Otherwise, highly recommended for all other personnel. **MEDDAC**

Prevention of Sexual Harassment (POSH) for Supervisors. This 4-hour course is designed for Army personnel. Its purpose is to help you understand sexual harassment and your responsibility as a **supervisor** in helping to eliminate sexual harassment in the Army. It will assist you in identifying sex role stereotyping and sex discrimination. It will help you understand your responsibility in preventing sexually-harassing behavior, and offer techniques for implementing Army's policy of zero tolerance. You will learn the Army's policy on sexual harassment, how to identify situations of sexual harassment, and personal actions and organizational avenues open to employees. The course is organized into modules, each covering a specific learning objective, criterion-referenced. These courses are mostly self-paced. **Equal Employment Opportunity Office, 287-3602**

Subversion and Espionage Directed Against the Army (SAEDA)/Defense Information to Counter Espionage (D.I.C.E.). Mandatory class to teach the responsibilities, guidance, and procedure for the prompt recognition and reporting of incidents of attempted criminal subversion, sabotage, international terrorism or espionage directed against the U.S. Army and its personnel, or deliberate compromises of classified information. **ACofS, G2, 287-3159**

Safety Officer Course. A 2-day course that trains the civilian and soldier on the fundamental duties of a collateral duty safety officer. Instruction is for collateral duty safety personnel at company level and above and civilian activities. Required for personnel assigned these duties. **ACofS, G1, Safety Office, 287-4261**

Violence in the Workplace. How to identify different types of violence, their causes, and how you can protect yourself and your co-workers from these problems. Classes are open to all civilians, appropriated and nonappropriated fund employees, supervisors/team leaders, and any military personnel who supervise civilians or work under civilian supervisor. Two courses are scheduled: one for employees and one for supervisors. **Employee Assistance Program Office, Directorate of Morale, Welfare, and Recreation, 287-2437 or 287- 6702**

New Employee Orientation. A general overview of the Civilian Personnel Advisory Center includes functions of Recruitment and Placement, Management-Employee Relations, and Training and Development. Additionally, the Employee Assistance and Equal Employment Opportunity Programs are discussed. **Civilian Personnel Advisory Center, 288-2013**

Personal Financial Management Training (PFMT). Department of Defense directed training for all first-term soldiers. An 8 hours course of standardized financial management training to be accomplished within 90 days of arriving at their first duty station. Subjects covered are Principles of Personal Finance, Planning and Budgeting, Banking and Checking, Credit, Getting Insurance, Saving and Investing, Large Purchases, Consumer Scams, and Getting Ripped-off. **Army Community Services/Army Family Advocacy Program, Directorate of Morale, Welfare, and Recreation, 287-8982/8979**

2. HIGHLY RECOMMENDED COURSES

Security Manager Training Course. A 2.5 day course presented quarterly. Instructors are from Fort Hood Installation Security Office and III Corps G2. The course is for all personnel who will be assuming security manager positions at any level. Functional areas covered are Informational Security, Personnel Security, Intelligence Oversight, Anti-Terrorism/Force Protection, and SAEDA. **ACofS, G2, 287-3159**

Department of Defense Intelligence Information Systems (DODIIS). Presented at Fort Bragg, NC four times a year. Two classes are for newly assigned DODIIS personnel and two classes are for already trained personnel. **ACofS, G2, 287-5474**

SCI Security Officials Course. For SSOs/SSRs. Conducted by DIA either at DIA or at a mobile training site. Schedule is published each fiscal year. **ACofS, G2, 287-5474**

Department of Defense Intelligence Information Systems (DODIIS) and Basic Information Systems Security (BISS) Course. Basically presented once a year at Fort Hood. Instructors are from DA and FORSCOM. **ACofS, G2, 287-3159**

Records Management. A basic course concerning Records Management. Learning objectives include overviews of forms management, FOIA, Privacy Act, ARIMS, copier management and correspondence management. This class is normally available by pre-registration only. The class consists of 4 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security, 285-5540**

Publications Management. A basic course of instruction on how to manage an Army publication account. Learning objectives include establishing a publications account and

re-ordering publications. Basic knowledge of Windows is required. Students should bring two 3.5" diskettes and their unit publications account number. **Pre-registration is required.** The class consists of 8 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security, 287-4632**

American Red Cross Standard First Aid/CPR. A course to train individuals in the workplace to overcome any reluctance to act in emergency situations and to recognize and care for life-threatening emergencies such as respiratory or cardiac problems, sudden illness, and injury. Course objectives teach you how to respond to emergency situations by checking to see if it is safe to intervene, how to reduce the risk of a heart attack, recognize the signals of a heart attack, and provide care to reduce the chance of cardiac arrest; how to care for an adult who stops breathing, how to care for an adult who is choking, how to give CPR to an adult whose heart has stopped, how to control bleeding, how to care for nonlife-threatening emergencies such as strain, sprain, or fracture, and how to use your community's emergency medical services (EMS) system effectively. **American Red Cross Office, 287-0400**

Customer Service. A one-day course designed to boost your organization's image with good customer service. This course covers the reason behind most customer dissatisfaction, the five do's and don'ts of good customer service, three sources you can draw on that will enhance customer service, and how to maintain your composure with angry customers.

Stress Management. A 2-day course that explores the relationship between stress reactions and illness and provides mechanisms that will enable participants to manage personal stress in a constructive manner. Participants will examine ways to limit the harmful effects of stressors through selecting and implementing appropriate coping activities.

Non-Mandatory Common Core Leadership Training

Organizational Leadership for Executives (OLE). This is a two week experiential learning course conducted by the Civilian Leadership Training Division of the Center for Army Leadership in Kansas City, MO, as well as in some regional locations. This course constitutes the second phase of manager training and should be preceded by completion of the on-line Manager Development Course. http://www-cgsc.army.mil/cal/cltd/CLTD_courses/ole.asp

TRAINING SOURCES

Department of the Army (DA) correspondence courses (DA Pamphlet 351-20).

Courses include budget, staff action, effective writing, military correspondence, and leadership development. Many courses are open to all employees of the federal government. After the approving official has authorized the training, a copy is obtained from the OTA-Lite System and processed in accordance with local procedures. DOD courses are normally tuition free, however, in some remote cases there might be a tuition charge to your organization. Assistance in registering for the courses can be received in the Army Learning Centers. Some of the programs have controlled testing for the final exam. This testing can be done through the test control office of the Education Services Division. Website address www.aimsrdl.atssc.army.mil/secured/accp_top.htm

Office of Personnel Management (OPM), General Service Administration (GSA), Graduate School (USDA) courses. Training applications for these sources should be processed through the OTA-Lite System. Consult the vendor catalog(s) to obtain the pertinent course data and procedure to secure a training quota. The Government IMPAC credit card must be used to pay course costs.

Non-government courses. Non-government courses must be processed through the OTA-Lite System. The vendor or school must be contacted to obtain pertinent course data and procedure to secure a training quota. The Government IMPAC credit card must be used to pay course costs.

Acquisition courses. A request to attend Acquisition training must be processed through the OTA-Lite System. Training managers need to coordinate with G3/ESD for processing in ATRRS and PERSCOM approval of application for selected course. After the approving official has authorized the training, a copy of the approved request is obtained and processed through local procedures. Selection and notification to attend requested acquisition training is performed by the U.S. Total Army Personnel Command (PERSCOM). Be prepared to accommodate a short selection notification.

Correspondence courses. Refer to information provided above under Department of the Army courses (DA Pamphlet 351-20).

Office of Personnel Management (OPM), Management Development Center (MDC) courses. Enrollment in MDC courses requires that a space be purchased from the OPM, MDC as soon as possible. After submitting and having the request approved through the OTA-Lite System, process in accordance with local procedures. The cost to attend MDC varies. It can cost \$3,050 for a two-week seminar or \$2,000 for a one-week seminar. However, cost per seminar will vary from fiscal year to fiscal year. Website address <http://www.opm.gov/mdc>

III Corps and Fort Hood Regulation 350-1. This regulation provides training information for all units at Fort Hood.

Department of the Army Pamphlet 351-4, U.S. Army Formal Schools Catalog

Opportunities. This pamphlet is the official source of information on formal courses of instruction offered at U.S. Army Schools and Training Centers. This catalog describes interservice and other Department of Defense courses for Army personnel.

Catalog of Civilian Training, Education and Professional Development Opportunities. Accessible on the Civilian Personnel Web Site address: <http://cpol.army.mil>

ACofS, G1, Personnel Proponent Programs. The G1, Safety Office coordinates all safety courses offered on Fort Hood. The G1, Equal Opportunity Office is the proponent for the military Equal Employment Officer's course.

ACofS, G2, Proponent Programs. Sponsors the DODIIS Certification Course and the SCI Security Officials Course (SSO/Course).

Education Services Division, Computer Courses. ESD offers training programs on the following Microsoft software: Windows; Word; Outlook; EXCEL and Spreadsheets; Powerpoint and Advanced Topics Powerpoint; Access and Advanced Topics Access. Schedules of upcoming classes are posted in the ESD public folder and at <http://esd.hood.army.mil> Recommended procedures for determining which courses to attend:

1. After taking one of the first two Windows courses, the Wordprocessing Applications course would normally be the most appropriate -- it is the most common application for computers. Students should ensure that the courses they take are in the same MS Office suite.
2. The Spreadsheet Applications course would normally be the next most common course to take. This course teaches students to handle jobs that require management of funds or work with numbers.
3. The PowerPoint or Database Application course would be the next most probable course to take. PowerPoint is used for briefings and presentations. Database Applications is used to track and prepare reports on equipment, people, or other resources.
4. The Advanced Topic courses should only be taken after the basic course. Any questions concerning the appropriate order in which to take these courses may be directed to 532-1505 for NCO Lead and 287-4632 for Education Services Division.

Current class schedules are in the Fort Hood Public Folders under Garrison Public Folders/CPAC/Civilian Training or Education Services Division, Directorate of Plans, Training, and Security.

Academic Learning Centers (ALC) on Fort Hood are available for many kinds of individual study. A special program is available to provide the reading, writing, and mathematics skills needed to advance in the military or civilian world. Programs of

study ranging from on-line computer assisted lessons to video tapes as well as study guides can help prepare for CLEP/DSST/Regents/Excelsior College Exams (ECE)/SAT/ACT/GRE/GMAT exams. Materials and extensive lessons in computer programming and in many modern languages are available for study. Using these materials and following through with testing can provide college credits and save students college money. For more information on locations and available resources, call the Army Learning Centers at 287-5873 (SDC) or 288-3121 (Casey Library).

Certification Exams. Through the Defense Activity for Non-Traditional Education (DANTES), the Education Services Division at Fort Hood is a testing site for over thirty different national certification exams. The ALCs have review material available for some of these exams. Most certification exams require fees to be paid and some are open only to active duty military. If the career field of a federal employee has a national certification process, check with the Test Control Officer at 287-5553 for guidance.

Fort Hood Soldier Development Center (SDC). The following universities offer courses at the SDC located in Bldg 33009, Tank Battalion Ave. Check out their website at <http://www.ed-net.us>. Provided below are the locations of the college representatives and their phone numbers.

- Tarleton State University, Bldg 33009, 287-3906.
- Central Texas College, Bldg 33009, 526-1916
- University of Mary Hardin-Baylor, Bldg 33009, 287-0615
- St. Mary's University, Bldg 33009, 532-8331
- Main Education Center, Bldg 33009, 287-4824

Fort Hood Troop School. The mission of the Fort Hood Troop School is to provide MOS improvement and sustainment training in accordance with AR 350-1, Section II, para. 4-6. Courses are taught by contract instructors who, in addition to their training credentials, also possess military experience. Major Subordinate Commands request class quotas during the annual needs assessment survey. All Mobile Training Team required by units subordinate to III Corps, will be approved by the Chief of the Troop School before funding can be obtained. Unit Training NCOs are the liaison between the Troop School and the units. This training is open to civilians on a space-required basis. For course information and training schedules visit <http://www.ed-net.us>.

Internet courses are available from many Texas Colleges. Visit the website at <http://www.theeb/state/tx.us/divisions/grpi/tcol.htm> In addition, if you are interested in Internet-based courses, read the Transfer Guides for Public Universities and Information on the THEA, also at the website. (THEA is the mandatory diagnostic educational assessment instrument for new Texas college students and has replaced the TASP test.)

Public Universities

- Tarleton State University Center – Central Texas
- The University of Texas at Austin

Independent Universities

- St. Edward's University
- University of Mary Hardin Baylor

- Baylor University

Public Community Colleges

- Central Texas College
- McLennan Community College
- Houston Community College System
- Temple College
- Texas State Technical College

Army Family Team Building. Numerous courses for family members in the military system are available at Fort Hood. Family members learn to cope with many unique demands of military life and students are trained on such topics as understanding military terms and acronyms, how to read a Leave and Earnings Statement, mission impact on the family, military and community resources, and many more. For more information about this program and scheduling, call the AFTB office at 286-6600.

Tax Information – SJA. The Fort Hood home page under command information has a link to the SJA and the Fort Hood Tax Center. There are a number of good information briefs placed at this location for soldiers and civilians to help themselves with basic tax questions. The location of the tax office and hours of operation as well as an inquiry location are also available.

Consumer Affairs. Army Community Services can be accessed through the Fort Hood home page. This branch provides education briefings covering topics from purchasing products in the area, fraud schemes, tax preparation, and other consumer issues. There is also a Financial Assistance program for civilians and military when specific needs arise.

Plans, Analysis, and Integration Office. Training in strategic planning, organizational self-assessments, continuous improvement system (CIS), APIC/Baldrige, developing meaningful metrics and performance graphs, and other Total Army Quality related topics is provided periodically to groups or one-on-one.

NCO LEAD. The NCO-LEAD program is provided by the Education Services Division. Course work enhances leadership training for Soldiers and supervisors. Classes are conducted in both morning and afternoon settings for sixteen class hours in one week and attendees earn one semester hour of college credit for each course. The schedules are posted in public folders and at <http://esd.hood.army.mil>. **Since these courses are for NCOs, military have priority in these classes.** For further information contact the NCO-LEAD office at 532-1505.

Family Advocacy Program (FAP). Focuses on abuse prevention through education and support programs. The Fort Hood FAP provides the following programs and services: Command Education Program, Unit Training, Family Advocacy Specialist Program/Course, Leadership Training, Domestic Violence Awareness Training for the Workplace, Parent Education, Child Safety, Relationship Enrichment, Stress Management, Conflict/Anger Management, Dating Violence Prevention Training, Teen Challenge, Couple's Communication, Victim Advocate Services, Safety Planning, New Parent Support Program Plus, Professional Training, and Support Groups (Single Soldier Parent Support Group, Spouses/Children/Expectant Spouses of Deployed

Soldiers, and Parent Support Groups). Training and groups are conducted on and off of the installation at varied scheduled dates and times. Training is available upon request by commands and agencies at selected sites. For further information contact the FAP office at 286-6774.

Distance Learning Courses. Distance Learning Courses are planned on a regular schedule throughout the year in coordination with SWCPOC. Subjects presented are based on the needs of the civilian workforce. These courses offer a means of training without the use of TDY funds. For further information on upcoming subjects and dates of delivery, call the civilian training coordinator at 287-4632.

NCO-LEAD CURRENT COURSE LIST

All NCO LEAD Management courses are composed of 16 contact hours, and students receive one semester hour of college level credit upon successful completion of course.

MTHR 1173: COUNSELING PRACTICUM TECHNIQUES. Teaches supervisors how to counsel soldiers and to write successful counseling statements. The course combines speaking, listening, and writing skills through simulated counseling situations and the preparation of the general counseling form.

MTHR 1171: PERFORMANCE ORIENTED TRAINING. Teaches soldiers how to make training outlines and to conduct individual training via a performance-based system. NCOs also practice training techniques before an audience of their peers.

MTBC 1170: CONDUCTING BRIEFINGS. Teaches how to prepare and conduct military style information briefings. Special attention is given to organizing material, and developing effective delivery skills, and the use of audiovisual aids to enhance briefings.

MTMM 1171: PROBLEM SOLVING. Presents an effective problem-solving model for Army management settings. The course offers supervisors hands-on practice in using problem solving techniques.

MTHR 1174: TIME MANAGEMENT. Teaches efficient use of time management and organizational skills. Supervisors learn to eliminate time wasters, increase productivity, better distribute work, and schedule tasks more efficiently.

MTOB 1171: IMPROVING WORK PERFORMANCE. Demonstrates techniques of evaluating and measuring work performance of individuals and groups. Supervisors learn personnel management techniques to motivate the work performance of subordinates.

MTLM 1170: MANAGERIAL PLANNING. Develops complex skills in setting goals, planning and coordinating objectives, and allocating resources. Managerial styles and models are applied to simulated and real problems.

MTMM 1170: INCREASING WORK SITE EFFICIENCY. Presents methods of analyzing work sites and work methods in terms of efficiency. Provides techniques for increasing productivity at the job site.

MTHR 1176: STRESS MANAGEMENT. Presents methods of assessing the symptoms and causes of job related stress. Shows supervisors how to reduce their own stress and that of their workers.

MTES 1170: PROFESSIONAL ETHICS OF THE NCO. A comparative course that contrasts the way things are with the way things should be. Using experience and previous training, soldiers will discuss responsibilities, decision-making, and the role professional ethics should play in the military arena.

MTOB 1170: STYLES OF LEADERSHIP FOR THE NCO. A study of the current Army thoughts on leadership with hands-on practice in developing and practicing a leadership style within the framework of the military organization.

MTIR 1170: INTER-PERSONAL RELATIONSHIPS. This course defines the basic differences between people in an attempt to create a better understanding of those with whom we work and an effective model for dealing with these differences. Coping with difficult people will also be addressed.

MTLM 1171: MANAGING RESOURCES IN TODAY'S ARMY. Working with management problems such as inventory control, planning the efficient use of available resources, and creative problem-solving within the limitations of budget constraints.

MTBC 1171: EFFECTIVE MILITARY WRITING I. Teaches essential writing skills. Includes a review of basic grammar and focuses on common types of military writing with an emphasis on clear organization, concise writing, and simple language.

MTHR 1170: PREPARING EFFICIENCY REPORTS. Demonstrates how to write effective NCO Evaluation Reports (NCO-ERs). Emphasis is placed on the counseling record, duty descriptions, and the preparation of bullet comments.

MTBC 1173: EFFECTIVE MILITARY WRITING II. Building on the student's basic knowledge of grammar and writing techniques, this course concentrates on improving writing skills through the use of practical exercises.

MTPF 1171: PERSONAL FINANCE MANAGEMENT FOR NCOs II. This course provides students with basic management techniques for planning personal financial affairs and developing a base of information to use during the counseling of subordinates, including investment concepts, mutual funds, IRAs and estate planning. Pre-requisite: BUSG 1170 Personal Finance Management 1.

MTHR 1175: CAREER MANAGEMENT. This course provides students with the basic management techniques for career management. It will assist individuals in building a base of information for career planning, training and professional development, and establishing and working with career goals for themselves and their subordinates.

MTPF 1170: PERSONAL FINANCE MANAGEMENT FOR NCOs. This course provides students with basic financial management techniques for personal use and for developing a base of information to use in counseling subordinates. Topics include home ownership, budgets, bank and charge accounts, borrowing, investing, insurance, wills and estate planning, and retirement.

MTHR 1172: PREVENTION OF SEXUAL HARRASSMENT. This course examines ethical guidelines for noncommissioned officers. Actions that supervisors can take to avoid sexual harassment and how to objectively handle complaints are explained.

MTHO 1170: HISTORICAL PRINCIPLES. This course provides the student with an understanding of the nine principles of war with specific battle examples of each, discusses their application to the history of the United States military, and enables the

student to apply the military concepts and principles used in past engagements to that of the present and future missions of the military.

MTES 1171: PROFESSIONAL VALUES. This course is a study of the Seven Army Values and their application to military and personal life. It is designed to acquaint the student with the Army Seven Values, distinguish between military values and personal values, and understand how they apply to their unit, community, and nation.

FISCAL YEAR 2005

TRAINING CALENDAR

*The courses listed are **TENTATIVELY** scheduled, and will be announced by Education Services Division, **or** by the proponent organization responsible for the training. Time and location will be a part of the training announcement. The proponent organization is listed immediately after the course title.*

If you are interested in attending a course, please contact your organization's Training Coordinator.

If you have any questions concerning civilian training, please contact us via email at the Civilian Training Scheduler or call 287-4632.

Training Coordinators

Organization	Name	Phone
13 th Coscom	Marlena Decelle	287-1234
1 st Bn 228 th Avn	Casey Noble	288-1898
1 st Cav Div		
21 st Cav Bde	Sarina Cavazos	288-3288
3d Air Support	Linda Struznik	287-8817/0121
4ID Comptroller	Randy Kirschner	287-7157
4ID (ECC) CECOM	Ginger Evans	288-1803
ACofS, RM	Harry Wilson	287-8669
AG	Lois Galaz	287-9726/9728
ARL	Janet McNeal	288-9572
ATEC Contracting	Ted Panknin	288-9568
ATMDE-Calibration	Robert Broom	287-1205
CCMD	Linda Howe	287-0038
Chaplain	John Filipkowski	287-3401
CID	Beverly Rivera	288-0452
Corps of Engrs	Judy Linville	287-4109X5219
Garrison Cmd Grp	Cathy Davis	618-7357
CPAC	Debbie Telles	288-2013
CPAC-NAF	V. Gilchriest-Harrell	288-2081
DCA	Sally Truhitte	532-5740
DENTAC	Anne Davis	287-3105
DOIM	Katie Richards	287-4289
DOL	Charles Scheiner	287-6843
DPTS	Susan Brewer	287-7337
DPW	Linda Phillips	287-3816
DRMO-HOOD	Dorothea Cruz	287-7764
EEO	Beverly Haywood	287-3602
G1	Ted Farina	287-7038
G2/CISD	Alan Stonerock/Dale Krebs	288-7412
G3	Vera Swaney	287-7535
G4	Jenny Murray	287-4659
G6 (Corps Signal)	Peggy Murphey	287-9559
HQs Cmd	Ray Cuthbertson/Carolyn Verner	287-9003
IG	Linda Elithorpe	287-3415/2209
III Corps Safety	Mel Kelder	287-2074
DAO	Cindy Cole	287-5649
Internal Audit	Nathan Wells	287-3519
LAO-13 th COSCOM	Liz Wessels	287-6608
LAO-1 st Cav Div	Helen Baines	287-9192
LAO-4ID	Aaron Gaye	287-0932
MEDDAC	Carol Price/Carolyn William	286-7238
NCO Academy	Donna Baker	287-4278/9190
OSAC	Jean Hunter	288-9003
OTC	Terry Deans	288-3450
OTC-ACA	Shelia McClelland	288-1305
OTC-ITSA	Ann Crawford	288-1464
PAO	James Wittmeyer	287-8506
PMO	Peggy Baril	287-7211
Reserve Affairs	Ed Turner	287-4445
SJA	Monica Binford	287-3421
US Army Audit Agency	Fran Thomas	287-7792

FY 05 Training

Violence in the Workplace (EAP)

Employee Course:

26-27 Oct 04
16-17 Nov 04
Dec/No class
25-26 Jan 05
22-23 Feb 05
22-23 Mar 05
26-27 Apr 05
24-25 May 05
21-22 Jun 05
26-27 Jul 05
23-24 Aug 05
27-28 Sep 05

Supervisor Course

28 Oct 04
18 Nov 04
Dec/No class
27 Jan 05
Feb/No class
24 Mar 05
Apr/No class
26 May 05
Jun/No class
28 Jul 05
Aug/No class
29 Sep 05

Mandatory Ethics (SJA)

5 Oct 04
2 Nov 04
7 Dec 05
4 Jan 05
1 Feb 05
1 Mar 05
5 Apr 05
3 May 05
7 Jun 05
5 Jul 05
2 Aug 05
6 Sep 05

Prevention of Sexual Harrassment (EEO)

<u>Employee</u>	<u>Supervisor</u>
17 Nov 04	18 Nov 04
20 Apr 05	21 Apr 05
20 Jul 05	21 Jul 05
9 Nov 05	10 Nov 05

New Employee Orientation (SJA)

9 Nov 04
7 Dec 04
11 Jan 05
8 Feb 05
8 Mar 05
12 Apr 05
10 May 05
7 Jun 05
12 Jul 05
9 Aug 05
13 Sep 05

Alcohol and Drug Abuse (EAP)

6 Oct 04
10 Nov 04
8 Dec 04
12 Jan 05
9 Feb 05
9 Mar 05
6 Apr 05
11 May 05
8 Jun 05
6 Jul 05
10 Aug 05
7 Sep 05

Anger Management (EAP)

7 Oct 04
Nov/No class
9 Dec 04
13 Jan 05
10 Feb 05
10 Mar 05
7 Apr 05
12 May 05
9 Jun 05
Jul/No class
11 Aug 05
8 Sep 05

HIV/AIDS in the Workplace (MEDDAC)

9 Nov 04
Dec/No class
11 Jan 05
Feb/No class
8 Mar 05
Apr/No class
10 May 05
Jun/No class
12 Jul 05
Aug/No class
13 Sep 05

LEAD (CPAC)

14-18 Mar 05
15-19 Aug 05

COURSE DESCRIPTIONS/REQUIREMENTS

ACTION OFFICER DEVELOPMENT COURSE (AODC) - CORRESPONDENCE COURSE. All local and DA interns, to include all civilian personnel newly appointed or promoted to journeyman level positions (applies to those employees in a two-grade interval professional and administrative series). The course must be completed within six months of appointment to the journeyman position.

AMERICAN RED CROSS STANDARD FIRST AID/CPR. This course trains individuals in the workplace to overcome any reluctance to act in emergency situations and to recognize and care for life-threatening emergencies such as respiratory or cardiac problems, sudden illness, and injury. Course objectives include how to respond to emergency situations by checking to see if it is safe to intervene, how to reduce the risk of a heart attack, recognize the signals of a heart attack and provide care to reduce the chance of cardiac arrest, how to care for an adult who stops breathing, how care for an adult who is choking, how to give CPR to an adult whose heart has stopped, how to control bleeding, how to care for nonlife-threatening emergencies such as strain, sprain, or fracture, and to identify how to use your community's emergency medical services (EMS) system effectively. **American Red Cross Office, 532-0402**

APPLICATION FORMS. Private sector, local, state, federal and contract positions. Workshop is available to assist all DoD ID card holders and eligible family members. Services provided assist clients in acquiring skills, networks, and resources that will allow them to participate in the work force and to develop a career/work plan. Visit our website: www.hoodmwr.com/acs/erb. **Pre-registration is required. Army Community Service Employment Readiness Program, Directorate of Morale, Welfare, and Recreation, 288-2089/286-6684**

ARMY FAMILY TEAM BUILDING (AFTB). Fort Hood's AFTB Program offers training on a wide variety of topics for Army families. The program shares information on such things as coping skills to help families adjust to the unique demands of military life. Participants enjoy such classes as Military Terms, Acronyms, Customs and Courtesies, Benefits and Entitlements, the Impact of the Mission on the Family, Military and Community Resources, Effective Communication, and many more. The current schedule and description on each can be accessed from the Fort Hood homepage <http://eds.hood.army.mil> For more information about this program and scheduling, call the AFTB office, 286-5913. **Army Family Team Building, Directorate of Morale, Welfare, and Recreation**

ARMY PERFORMANCE IMPROVEMENT CRITERIA. This course will provide the student with the purpose of the Army Performance Improvement Criteria and a description/explanation of the seven categories within the criteria. It will describe what elements are evident in a successful organization. **Plans, Analysis, and Integration Office**

BALDRIGE PERFORMANCE EXCELLENCE CRITERIA. This course will provide the student with the purpose of the Malcolm Baldrige Performance Excellence Criteria and a description/explanation of the seven categories within the criteria. It will describe what

elements are evident in a successful organization. **Plans, Analysis, and Integration Office**

BUSINESS INITIATIVE COMMITTEE (BIC) TRAINING. The BIC is a new and potent process to get things done in our resource-strapped environment. It is a program where you can submit applications for business initiatives and innovations from all levels of Defense to compete for funding. The criteria supports those projects that can be exported across the Army and/or DOD, and that have a high return-on-investment. Any savings from innovative initiatives stay at Fort Hood. BIC has top DOD leader support/involvement. It is a quick change process for obtaining funds to implement good ideas. Beginning in FY 04, the BIC Loan program provides a new funding alternative. This training will cover how the BIC program works and the process for submitting competitive applications as well as the newly developed loan process.

Plans, Analysis, and Integration Office

CAREER COUNSELING AND COACHING. Individual/group counseling is provided for assessing job skills, interpersonality types, and developing and implementing career goals. Workshop is available to assist all DoD ID card holders and eligible family members. Services provided assist clients in acquiring skills, networks, and resources that will allow them to participate in the workforce and to develop a career/work plan. Visit our website: www.hoodmwr.com/acs/erb. **Pre-registration is required. Army Community Service Employment Readiness Program, Directorate of Morale, Welfare, and Recreation, 288-2089/286-6684**

COACHING SKILLS FOR MANAGERS AND SUPERVISORS. Course provides guidance and tips on how to improve employee productivity and morale while reducing employee burnout and absenteeism. **Employee Assistance Program, Directorate of Morale, Welfare, and Recreation**

COMPUTERS AND THEIR ROLE IN YOUR LIFE. A basic examination of the computer and its correct application in the individual workplace. Some knowledge of keyboarding/typing is helpful; no knowledge of computers is presumed. **Pre-registration is required.** This class consists of 16 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

COPING SKILLS FOR WORKPLACE STRESS. Individualized training plan for employees and family members who are feeling the effects of workplace stress, especially that which is a result of downsizing. **Employee Assistance Program, Directorate of Morale, Welfare, and Recreation**

COVEY-BASED TRAINING (Stephen Covey's Seven Habits of Highly Effective People). The "7 Habits" course is a video assisted experience led by a certified facilitator who delivers the program to an organization's managers and employees. The purpose of the workshop is to help individuals explore ways to become more effective in their personal and professional lives. The course can serve to provide a solid foundation to individuals and organizations to increase their performance cultures. The workshop includes team and group exercises progressing from an individual perspective to those requiring effective relationships with others. **Plans, Analysis and Integration Office**

CUSTOMER SERVICE. A one day course designed to boost your organization's image with good customer service. This course covers the reason behind most customer dissatisfaction, the five do's and don'ts of good customer service, three sources you can draw on that will enhance customer service, and how to maintain your composure with angry customers.

DATABASE APPLICATIONS. A basic course of instruction with Microsoft Access for Windows. Learning objectives include using a real office database requirement, basic life cycle management, logical and physical modeling, users interfaces, creating data structures/databases, and developing/using queries. **Pre-registration is required.** The class consists of 24 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

DEFENSIVE DRIVING COURSE. A 4-hour course on defensive driving techniques for POV operations. Mandatory for all military personnel regardless of rank, and below 26 years of age. Recommended for DoD civilians under age 22 who operate Army motor vehicles. **ACofS, G1, Safety, 287-4639**

DODIIS (DEPARTMENT OF DEFENSE INTELLIGENCE SYSTEMS SECURITY) CERTIFICATION COURSE. Basically presented once a year at Fort Hood. Instructors are from DA and FORSCOM. This course is a requirement for Special Security Officers (SSOs) and Assistant SSOs. **ACofS, G2 (Security)**

EFFECTIVE JOB HUNTING. Various job recruitment announcements and up to date job information. Workshop is available to assist all DoD ID card holders and eligible family members. Services provided assist clients in acquiring skills, networks, and resources that will allow them to participate in the work force and to develop a career/work plan. Visit our website: www.hoodmwr.com/acs/erb. **Pre-registration is required. Army Community Service Employment Readiness Program, Directorate of Morale, Welfare, and Recreation, 288-2089/286-6684**

EMPLOYEE PREVENTION OF SEXUAL HARASSMENT (EPOSH). This 4-hour course is designed for Army personnel. Its purpose is to help you understand sexual harassment and your responsibility as an employee in helping to eliminate sexual harassment in the Army. It will assist you in identifying sex role stereotyping and sex discrimination. It will help you understand your responsibility in preventing sexually-harassing behavior, and offer techniques for implementing the Army's policy of zero tolerance. You will learn the Army's policy on sexual harassment, how to identify situations of sexual harassment, and personal actions, and organizational avenues open to employees. The course is organized into modules, each covering a specific learning objective, criterion-referenced, and is mostly self-paced. **Equal Employment Opportunity Office**

EMPLOYMENT SKILLS BUILDING. Learn various skills to empower yourself for an effective job search. Workshop is available to assist all DoD ID card holders and eligible family members. Services provided assist clients in acquiring skills, networks, and resources that will allow them to participate in the work force and to develop a career/work plan. Visit our website: www.hoodmwr.com/acs/erb. **Pre-registration is required. Army Community Service Employment Readiness Program, Directorate of Morale, Welfare, and Recreation, 288-2089/286-6684**

ETHICS TRAINING. A single, comprehensive, and clear set of executive-branch standards of conduct. Training in the Standards of Ethical Conduct which provide us with rules that reinforce the basic concept that public service is a public trust, requiring loyalty to the Constitution, laws, and ethical principles above private gain. This class is mandatory for all appropriated and nonappropriated fund employees to include civilian employees who are hired in a temporary position 60 or more days in length. **Office of the Staff Judge Advocate**

FISCAL LAW. The Fiscal Law Course (FLC) is a joint effort by the Air Force and Army JAG Schools (AFJAGS / TJAGSA). The FLC provides students instruction regarding the statutory and regulatory limitations governing the obligation and expenditure of appropriated funds and an insight into current fiscal issues within the federal government and the Department of Defense. Instruction includes the three basic fiscal controls (purpose, time, and amount), specialized instruction on topics such as Antideficiency Act investigations, military construction funding, liability of accountable officers, reprogramming, payment and collection, continuing resolution authority, and various headquarters perspectives. **ACofS, Resource Management**

HAZARD COMMUNICATION TRAIN-THE-TRAINER. A 1-day course for Hazard Communication/Hazardous Material Officers (military and civilian) and HAZCOM trainers on the MOI for the DoD HAZCOM training program. Required for appointment as a Hazard Communication/Hazardous Material Officer IAW FH Supp 1 to AR 385-10. **ACofS, G1, Safety**

HAZARDOUS ENERGY CONTROL PROGRAM (LOCKOUT/TAGOUT) Train-the-Trainer. Trains trainers of activities that have soldiers/civilian employees who perform authorized maintenance or services on the procedures for application, usage, and removal of devices used on machines or equipment to prevent unexpected start-up or release of stored energy. Required for all personnel who have the responsibility to implement the control of hazardous energy or work in the area where the Lockout/Tagout procedures apply IAW FHR 385-4. Required prior to working in an area where the control of hazardous energy associated machines or equipment is required. Train-the-trainer training is available upon request. **ACofS, G1, Safety**

HIV/AIDS IN THE WORKPLACE. Mandatory only for personnel who are responsible to protect the health and safety of the Federal employee and the individuals served by the employee. Otherwise, highly recommended for all personnel. Class covers prevention education (how HIV is transmitted and how to prevent transmission), workplace issues (why this training and associated workplace policies are important, why support services are necessary, and data related to employee needs), and policy education (Federal and legal protections). **MEDDAC**

IMPROVING ARMY CUSTOMER SERVICE. The first part of this class is general customer service (definitions, commitment to the customer, categories of customers, typical requirements and what customer service is). The second half of the class is designed for the Training Officer on the installation to designate what type customer service training they feel is needed at the site. **Plans, Analysis, and Integration Office**

INFORMATION SYSTEMS SECURITY BASIC COURSE. Presented on an "as requested" basis. Instructors are from FORSCOM and US Army Reserve Center. Course is primarily for ISSMs, AISSMs, ISSOs, and users. **Directorate of Plans, Training, Mobilization, and Security (Security)**

INSTALLATION STATUS REPORT (ISR). Training will provide knowledge on the ISR web-based data reporting system for each point of contact. Included will be hands-on training to use the system and a time to apply for user identification and password. **Plans, Analysis, and Integration Office**

INTERACTIVE CUSTOMER EVALUATION (ICE). Training will provide new ICE comment card managers knowledge of how to access the cards for which they are responsible, to remove special interest questions, and how to include special events notices on their comment cards. Card managers will also learn how to create special reports by changing default settings for the built-in system reports. **Plans, Analysis, and Integration Office**

INTERNET. A basic course of instruction with Microsoft Explorer. Learning objectives include: using a web browser, using search engines, understanding net etiquette, visiting education/training web sites, and learning to use the NiceNet training web site interface for internet classes. Pre-requisite: basic knowledge of Windows. **Pre-registration is required.** This course consists of 16 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

INTERVIEW TECHNIQUES. Discover ways to ace your interview. Workshop is available to assist all DoD ID card holders and eligible family members. Services provided assist clients in acquiring skills, networks, and resources that will allow them to participate in the work force and to develop a career/work plan. Visit our website: www.hoodmwr.com/acs/erb. **Pre-registration is required.** **Army Community Service Employment Readiness Program, Directorate of Morale, Welfare, and Recreation, 288-2089/286-6684**

INTRODUCTION TO COMPUTERS. This class is the beginning for all other windows applications and is considered a basic pre-requisite for these classes. Some knowledge of computers is helpful. **Pre-registration is required.** The class consists of 20 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

LEADERSHIP EDUCATION AND DEVELOPMENT (LEAD) COURSE, PHASE II. LEAD teaches supervisors to assess their own effectiveness, assess employee and team effectiveness, motivate and influence employees, communicate effectively, conduct counseling, resolve conflicts, develop strategies to create fully functioning teams, make effective decisions, and explain the effect of values on individual and team effectiveness.

LIFE SKILLS. For employees, retirees, and adult family members who have had in-patient treatment for substance abuse. This is a 52-week course that touches the various areas of a client's life that are impacted by substance abuse. **Employee Assistance Program, Directorate of Morale, Welfare, and Recreation**

MANAGER DEVELOPMENT CORRESPONDENCE COURSE. Personnel who are new managers (supervisors of supervisors or managers of programs, resources and/or policy). The course must be completed within six months after appointment to the manager position.

MICROSOFT ACCESS ADVANCED. An advanced course of instruction to expand and build upon skills developed in MTMC 1173 Database Applications. The materials covered in this are advanced and MTMC 1173 should be considered a pre-requisite to this course. **Pre-registration is required.** This class consists of 20 hours of instruction. **Education Service Division, Directorate of Plans, Training, Mobilization, and Security**

MICROSOFT EXCEL ADVANCED. An advanced course of instruction for Microsoft Excel 2000. The course will cover database management and analysis, customizing Excel, and using Excel macros. Pre-requisite: Basic knowledge of Excel is required. **Pre-registration is required.** The class consists of 20 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MICROSOFT FRONTPAGE. A basic course of instruction with Microsoft FrontPage 2000. Learning objectives include using the FrontPage Editor, using Active Elements, creating image maps, understanding views, compatibility issues, and regulatory/copyright requirements. Pre-requisite: Basic knowledge of Word is required. **Pre-registration is required.** The class consists of 20 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MICROSOFT FRONTPAGE ADVANCED. An advanced course of instruction for Microsoft Front Page. Builds upon the knowledge gained in the basic course by integrating advanced features of Front Page as well as working with basic HyperText, Mark-up Language (HTML). **Pre-registration is required.** This class consists of 16 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MICROSOFT OUTLOOK. An introductory course of instruction to Microsoft OutLook 2000, a desktop management program that helps you organize and share information on your desktop and communicate with others. You can use Outlook to manage your intranet and Internet e-mail, appointments, contacts, and tasks, to make notes, and journal entries. **Pre-registration is required.** The class consists of 16 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MICROSOFT POWERPOINT. An introductory course of instruction to Microsoft PowerPoint 2000 presentation software. Learning objectives include creating slides, creating charts, using drawing tools, using the Look Wizard, and using the Slide Master. **Pre-registration is required.** The class consists of 20 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MICROSOFT WORD ADVANCED. An advanced course of instruction for Microsoft Word 2000. The course will cover manipulating the screen display, using macros,

creating sections and columns, using pictures with text, and creating headers and footers. Pre-requisite: Basic knowledge of Word is required. **Pre-registration is required.** The course consists of 16 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MILITARY FORMS AND REPORTS. Teaches how to correctly fill out various forms and to write commonly used reports. These include, but are not limited to, recommendations for awards, standard operating procedures (SOP), and duty rosters. Soldiers are asked what their particular problems are and these are incorporated in the individual class. **Pre-registration is required.** This class consists of 16 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

MOTORCYCLE SAFETY COURSE. An approved Motorcycle Safety Foundation course on operating a motorcycle safely, which includes a hands-on evaluation of motorcycle driving proficiency. Mandatory for all soldiers, dependents, DoD civilians and contractor employees operating a motorcycle on Fort Hood. Class is required within 7 days of operating a motorcycle on Fort Hood. **ACofS, G1, Safety, 287-4639**

ORGANIZATIONAL LEADERSHIP FOR EXECUTIVES (OLE) COURSE. Explains and demonstrates the leadership skills and competencies required to perform at the executive level. Course covers team development, values, team building, leadership self-assessment, strategic planning, and change management. Objective is to develop leaders with skills to conduct an organizational assessment, communicate influentially, establish an effective organizational climate, manage organizational change, develop an organization strategic plan, diagnose their own personal effectiveness, and build high-performing teams.

ORGANIZATIONAL SELF-ASSESSMENT WRITERS TRAINING. The course is primarily designed to familiarize students with the Baldrige criteria, what it is asking for, and what examiners are looking for. It is presumed the students are or will be involved in the gathering of information and contributing to the writing of the Organizational Self-Assessment (OSA). Real world examples are used to clarify the criteria, and approaches used by other installations and agencies are cited. Practical exercises in team settings are conducted using the attendee's current OSA. Sufficient time is given to class discussion and exchange of ideas. Attendees can be from any level of the organization. The course contains an overview of the Malcolm Baldrige National Quality (MBNQ) criteria and core value principles, analysis of each MBNQ criteria category and associated items, identification of gaps in current OSA and/or available organization information, suggestions for grouping of informational items in the OSA to include presentation of results, and approaches structuring OSA teams, and collecting applicable information. **Plans, Analysis, and Integration Office**

PERFORMANCE METRICS. The course is designed to provide attendees with a practical approach to development of performance measures in support of their organization's strategic goals and objectives. Measures for inputs, outputs, processes and outcomes are highlighted, and practical exercises are used to reinforce the learning. Classes use the attendee's strategic plan as the basis for instruction and exercises. Time is taken to review the principles of strategic management and the leadership system of the attendees' organization. Students are introduced to the

concept of the Balanced Scorecard, an approach that other installations/agencies or private businesses use to measure progress. **Plans, Analysis, and Integration Office**

PERSONNEL MANAGEMENT FOR EXECUTIVES I (PME I). Designed to help participants discover better ways of dealing with management and leadership problems for which there are no ready solutions. Participants should possess maturity, creativity, resourcefulness, and a willingness to put forth the extra effort to improve leadership skills.

PREVENTION OF SEXUAL HARASSMENT (POSH) FOR SUPERVISORS. This 4-hour course is designed for Army personnel. Its purpose is to help you understand sexual harassment and your responsibility as a **supervisor** in helping to eliminate sexual harassment in the Army. It will assist you in identifying sex role stereotyping and sex discrimination. It will help you understand your responsibility in preventing sexually-harassing behavior, and offer techniques for implementing Army's policy of zero tolerance. You will learn the Army's policy on sexual harassment, how to identify situations of sexual harassment, personal actions and organizational avenues open to employees. The course is organized into modules, each covering a specific learning objective, criterion-referenced, and is mostly self-paced. **Equal Employment Opportunity Office**

PUBLICATIONS INVENTORY MANAGEMENT. A basic course of instruction on how to manage an Army publication account. Learning objectives include establishing a publications account and re-ordering publications. Basic knowledge of Windows operating systems is required. This class is normally available by pre-registration only. Students should bring their unit publications account number and DA PAM 25-30 CD ROM. **Pre-registration is required.** The class consists of 8 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

RADIATION SAFETY TRAINING. Trains the soldier/civilian how to safely store, handle, and maintain radioactive equipment or materials. Required for personnel who perform maintenance on fire control equipment containing tritium, conduct wipe tests on ICAMS, CAMs or M43A1s, or handle, store, use radioactive commodities within the Army's inventory: Includes MC-1, xray, hazmat, packagers, calibration teams, depleted uranium munitions – MOS 55B. Training to be completed before first time exposure; annual refresher training. **ACofS, G1, Safety, 287-3323**

RECORDS MANAGEMENT. A basic course concerning Records Management. Learning objectives include overviews of forms management, FOIA, Privacy Act, MARKS, copier management and correspondence management. **Pre-registration is required.** The class consists of 4 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

RESPIRATOR TRAINING & FIT TESTING. Trains the soldier/DoD civilian on the reasons a respirator is required and tests the individual's ability to safely wear an industrial type respirator. Training is for all military and civilians who are required to wear air-purifying respirators during specific operations where air contaminants are/could be present. **ACofS, G1, Safety, 285-5911**

RESUME DEVELOPMENT. Learn how to create a resume that employers will read. Workshop is available to assist all DoD ID card holders and eligible family members. Services provided assist clients in acquiring skills, networks, and resources that will allow them to participate in the workforce and to develop a career/work plan. Visit our website: www.hoodmwr.com/acs/erb. **Pre-registration is required. Army Community Service Employment Readiness Program, Directorate of Morale, Welfare, and Recreation, 288-2089/286-6684**

RISK MANAGEMENT. Focuses on identifying hazards and developing and implementing controls to reduce the risk. For all leaders and soldiers per FHR 350-1. Presented upon request through safety channels. **ACofS, G1, Safety**

SAFETY BRIEFING. Requested briefings on specific topics such as FTX, motorpool, POV, seasonal, and Safety Day. Personnel assigned to organization making request. **ACofS, G1, Safety**

SAFETY OFFICER COURSE. A 2-day course that trains the soldier on the fundamental duties of a collateral duty safety officer. Collateral duty safety personnel at Company level and above and civilian activities. Required for personnel assigned Safety Officer duties. **ACofS, G1, Safety.**

SECURITY MANAGERS TRAINING COURSE. A 2-1/2 day course presented quarterly. Instructors are from Fort Hood Criminal Investigations Divisions. The course is for all personnel who will be assuming security manager positions at any level. Functional areas covered are Informational Security, Automation Security, COMSEC, CCI, Intelligence Oversight, and Anti-Terrorism/Force Protection. **Directorate of Plans, Training, Mobilization, and Security (Security)**

SENIOR LEADER TRAINING. The purpose of the course is to familiarize senior leaders and managers with the Malcolm Baldrige National Quality Program criteria and its use as a self-assessment tool for their installation business processes. Attendees are provided an overview of the criteria, underlying core values, and scoring guidelines. Practical exercises are employed to have participants begin to identify organizational strengths and opportunities for improvement. The organization's current Organizational Self-Assessment (OSA) is used as the basis for discussion and exercises. **Plans, Analysis, and Integration Office**

SPECIAL SECURITY OFFICER COURSE (SSO COURSE). Presented on an "as requested" basis at Fort Hood, normally only once a year. Instructors are from DIA. Course is a requirement for any appointed SSO or Assistant SSO. **ACofS, G2, Security**

SPREADSHEET APPLICATIONS. A beginner's course of instruction to Microsoft Excel 2000, a spreadsheet application. Learning objectives include working with formulas and functions, formatting worksheets, creating charts, and linking worksheets. **Pre-registration is required.** The class consists of 24 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

STRESS MANAGEMENT. This 16-hour NCO-LEAD course explores the relationship between stress reactions and illness and provides mechanisms that will enable

participants to manage personal stress in a constructive manner. Participants will examine ways to limit the harmful effects of stressors through the selection and implementation of appropriate coping activities. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**

SUPERVISOR DEVELOPMENT CORRESPONDENCE COURSE (SDC) PHASE I: – Covers management, delegation, performance management, recruiting and selecting, training and development, position management, the work environment – setting the tone, and civilian supervision of soldiers.

SUBVERSION AND ESPIONAGE DIRECTED AGAINST THE ARMY (SAEDA). Mandatory class to teach the responsibilities, guidance, and procedure for the prompt recognition and reporting of incidents of attempted criminal subversion, sabotage, international terrorism, espionage directed against the U.S. Army and its personnel, or deliberate compromises of classified information. **Directorate of Plans, Training, Mobilization, and Security (Security)**

SUSTAINING BASE LEADERSHIP AND MANAGEMENT (SBLM) PROGRAM. Provides graduate-level, professional knowledge, skill and perspective across functional areas for leaders and managers who serve or will serve in the Army's sustaining base. Academic program focuses on enduring principles and concepts over transient or procedural activities. This course stresses critical thinking, active learning, and practical work among student and faculty-student teams. Students demonstrate knowledge of the mission, roles, functions, organization of the Army, and relate Army systems to each other and the larger economic, social, and political environments within which Army leaders must manage and make decisions. Students must demonstrate their abilities as leaders who can write clearly and concisely, communicate orally, lead people, make decisions, and solve problems.

SYSTEMS ADMINISTRATOR CERTIFICATION. This is mandatory Level II training for Systems Administrators. This course teaches information System Security Policies and Operations; Win2k and Unix/Solaris Security; Legality and Ethics (computer/network related); how to detect and report security incidents and vulnerabilities; network security threats; cryptography and incryption; web server security; router security; implementing firewalls; implementing and reviewing intrusion detection systems. Attendees will receive a military intelligence/counter-intelligence threat brief. **Directorate of Information Management, 287-3261.**

SYSTEMS THINKING (ADVANCED). This course will advance criteria interpretation and the concept of "systematic" into that of thinking within the realm of systems developed and deployed to achieve criteria intent. Examples of systems that have been developed and used by private industry companies and government agencies will be provided and explored. Systems used within the participant's workplace will also be developed. **Plans, Analysis, and Integration Office**

VIOLENCE IN THE WORKPLACE FOR EMPLOYEES/VIOLENCE IN THE WORKPLACE FOR SUPERVISORS. How to identify different types of violence, their causes, and how you can protect yourself and your co-workers from these problems. Classes are open to all civilians, Appropriated and Nonappropriated Fund employees,

supervisors/team leaders and any military personnel that supervise civilians or work under a civilian supervisor. **Training Personnel, 287-4632**

WORDPROCESSING APPLICATIONS. A basic course of instruction with Microsoft Word 2000. The class will emphasize creating new documents, working with AutoText, creating styles, use of proofreading tools, and cutting and pasting with OLE. The course will also cover manipulating the screen display, using macros, creating sections and columns, using pictures with text, and creating headers and footers. Pre-requisite: Basic knowledge of Windows is required. **Pre-registration is required.** The class consists of 20 hours of instruction. **Education Services Division, Directorate of Plans, Training, Mobilization, and Security**